

SUMMER INTERNSHIP PROGRAM

at

India Health Action Trust

From 6th May 2024 to 6th July 2024

A REPORT BY

Akanksha pal

Master of Business Administration (PM-15)

2023-25

under the Mentorship of

Mr. Rahul Sharma
ASSOCIATE PROFESSOR



IHAT/HR/Internship Cert.2024-25/05

July 5, 2024

Internship Certificate

Ms Akanksha Pal, a student of MBA in Pharmaceutical Management at Indian Institute of Health Management Research (IIHMR Jaipur) has undergone an internship programme with India Health Action Trust, Uttar Pradesh - Technical Support Unit (UP-TSU), Lucknow, from May 6, 2024 to July 5, 2024.

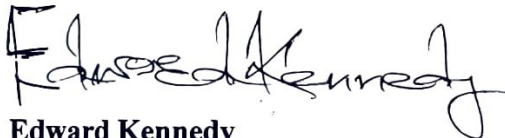
During this period, Ms Akanksha Pal has worked on the following assignment:

“Impact on purchase order due to increase consumption of drugs”.

This Internship was assumed under the guidance of Mr Dheeraj Sonkhiya (Senior Specialist – Supply Chain Management, Health Systems Strengthening), India Health Action Trust, UPTSU, Lucknow.

Ms Akanksha Pal has completed the internship and submitted her report to IHAT.

We wish her all success in her future endeavours.



Edward Kennedy
Senior Manager – Human Resources
India Health Action Trust
UPTSU, Lucknow

India Health Action Trust

UP-TSU : No. 404, 4th Floor, Ratan Square, 20-A, Vidhan Sabha Marg, Lucknow - 226001 Uttar Pradesh

Registered Office : S&S Elite, 2nd Floor, No. 197, 10th Cross

CBI Road, Ganganagar, Bengaluru - 560 032, Karnataka Phone : +91 80 23409698

ABOUT ORGANIZATION

IHAT was established in 2003. To improve public health systems and deliver healthcare services, especially focusing on maternal, neonatal, and child health, working with governments to enhance healthcare delivery. Training healthcare workers and building infrastructure. Conducting research to inform health policies and programs. Maternal and child health projects, HIV/AIDS prevention and treatment programs. IHAT plays a crucial role in strengthening health service through capacity building, research, and direct intervention programs.

UPMSCL was established by the government of Uttar Pradesh to ensure availability of quality medicines. And to procure, store, and distribution drugs and other healthcare facilities across Uttar Pradesh with support from the Uttar Pradesh Technical Support Unit (UP TSU), a unit implemented by IHAT in partnership with the University of Manitoba, Canada, studied public health supply chain models deployed across various states in India.

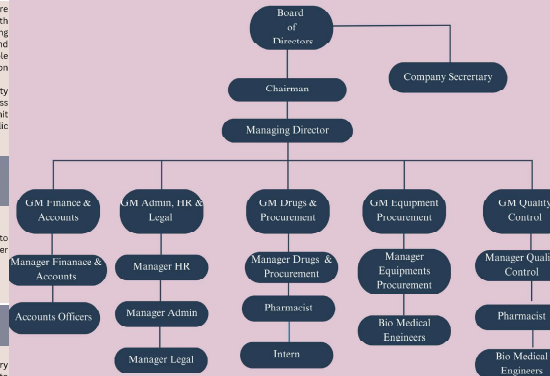
MISSION

To effectively address the evolving requirements of state health service, efforts are made to ensure that warehouse maintain sufficient stocks of medications, equipment, and other essential supplies through optimal procurement methods.

VISION

The vision of India health action trust (IHAT) is to create a healthier India where every individual, especially the marginalized and vulnerable populations, has equitable access to quality healthcare service.

ORGANIZATION CHART (UPMSCL)



KEY LEARNING

- Understanding how India health action trust-IHAT function as a technical support unit and coordinates with Uttar Pradesh medical supply corporation limited. (UPMSCL)
- To acquired knowledge about the current procedures involved in the efficient operation of the warehouse, including inventory receiving, the generation of Material Receiving Certificates (MRC), Item issuance, and effective inventory management techniques.
- Visited Ideal Drug Warehouses, learned about the specific criteria that define an Ideal Drug Warehouse.
- Understanding of how the Quality department operates and the importance of sending samples for Quality Check.
- Understanding about the Drug Vaccine Distribution Management System (DVDMS) portal.
- Participated in Bid evaluation and participation in tender documentation which is India's largest tender (205) till now.

THEORITICAL AND PRACTICAL

- Application of theoretical knowledge in real-world, and practically, can understand how organizations work on a public healthcare system, structured and functioning of procurement and distribution processes. I gained an understanding of what it might be and how it could be used in the field.
- Involvement in the procurement of drugs and supplies, hands on experience in logistics, warehousing, and distribution, ensuring the quality of supplies through stringent checks and balance and address practical issues like supply chain disruptions, quality control challenges, and regulatory compliance during the internship.

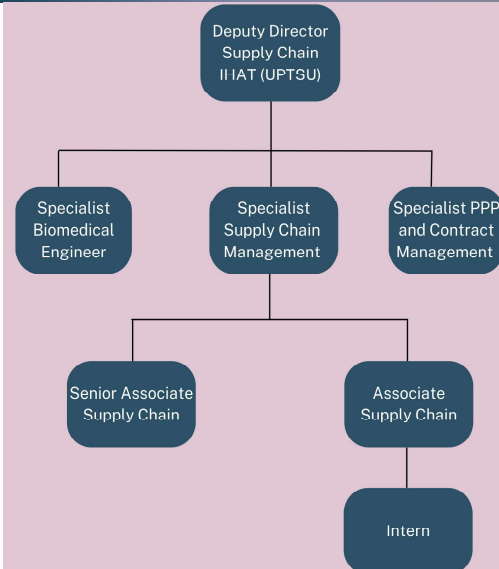
MY ROLE IN SUMMER INTERNSHIP

- Examined the impact of UPMSCL centralized procurement system on cost savings and resources optimization.
- Involved in project on purchase order consumption before and after UPMSCL.
- Evaluated the consumption patterns of purchase orders, comparing data from periods before the inception of UPMSCL and after its implementation.

CHALLENGES FACED DURING INTERNSHIP

- In initial days, lack of experience made it challenging to navigate workplace dynamics, understand expectations, and perform tasks efficiently.
- Lack of knowledge about DVDMS system.

ORGANIZATION CHART (IHAT-TSU)

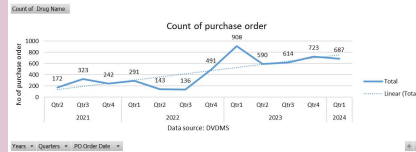


OBJECTIVE

- To analyse the Impact on purchase order due to increase consumption of drugs.

INTRODUCTION

- A purchase order (PO) is a critical document in the procurement process, serving as a formal request to a supplier to provide goods. It typically outlines the specifics of the purchase, including the type, quantity, and agreed-upon price of the items. In purchase order includes details information such as item description, quantities, delivery date and payment terms.
- Once the purchase order is created, it is sent to the supplier, who review and confirms it, thus forming a legally binding agreement.



1. Quarterly data (2021-2024) – The table lists the number of drug names counted in each quarter from 2021 Q1 2024. Each row corresponds to a specific quarter within a year, showing the number of drugs counted.

2. Trends over time – In 2021, the counts increased from Q1 (172) to Q3 (323), then slightly decreased in Q4 (242). In 2022, there is a notable dip in Q2 (143) and Q3 (136), but a significant increase in Q4 (908) followed by a decrease in Q1 (590) and a gradual increase again in Q3 (614) and Q4 (723).

3. Quarterly data (2021-2024) – The table lists the number of drug names counted in each quarter from 2021 Q1 2024. Each row corresponds to a specific quarter within a year, showing the number of drugs counted.

4. Trends over time – In 2021, the counts increased from Q1 (172) to Q3 (323), then slightly decreased in Q4 (242). In 2022, there is a notable dip in Q2 (143) and Q3 (136), but a significant increase in Q4 (908) followed by a decrease in Q1 (590) and a gradual increase again in Q3 (614) and Q4 (723).

Data for 2024 only includes Q1 (637) so far.

KEY OBSERVATIONS FROM THR GRAPH

The graph shows an upward trend from 2021 through 2023, peaking in Q1 2023. There is significant fluctuation between quarters, indicating variability in drug counts. The trend line suggests an overall increase in drug counts over time despite quarterly fluctuations.

SWOT ANALYSIS

STRENGTH

- UPMSCL centralized procurement system ensures bulk purchasing, leading to economies of scale and cost savings.
- The digital and standardized purchase order process increase transparency and accountability, reducing the risk of corruption and fraud.
- Consistent and standardized purchase orders streamline the procurement process, reducing errors and inefficiencies.
- Centralized procurement control over inventory levels helps in maintaining optimal stock, reducing both shortages and overstock situations.

OPPORTUNITY

- Investing in training programs for staff can enhance their skills and adaptability to new systems and processes.
- Implementing advanced digital tools and automation can streamline the purchase order process, reduce errors, and improve efficiency.

WEAKNESS

- Heavy reliance on digital systems means that any technical glitches or cyber-attacks can severely disrupt the procurement process.
- The process for approving purchase orders might involve multiple layers of approval, leading to delays and inefficiencies.

THREATS

- Changes in government policies or regulations can affect procurement processes and compliance requirements.
- COVID-19 led to global supply chain disruptions due to lockdown.
- COVID-19 resulted in delays and cancellations of purchase orders, causing shortage of critical medicines and medical supplies.

SUGGESTIONS

- Conduct regular audits and evaluations to ensure compliance with procurement policies and to identify inefficiencies.
- Continuously monitor purchase order patterns.

NAME - Akanksha Pal
Roll No. - 0473
Batch - MBA PM 15

Faculty Mentor - Mr. Rahul Sharma
Organization Mentor - Mr. Dheeraj Sonkhiya

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Akanksha Pal** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May-June 2024.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 22/07/2024

A handwritten signature in blue ink, appearing to read 'Rahul Sharma', written over the printed name.

Mr. Rahul Sharma

Assistant Professor

IIHMR University Jaipur

ABOUT COMPANY

IHAT, a non-profit organization located in Lucknow, is committed to enhancing public health results throughout India, especially in the areas of maternal and child health, HIV/AIDS prevention and care, and the reinforcement of healthcare systems. Established to tackle significant health issues in the nation, IHAT works closely with both governmental and non-governmental organizations to execute inventive health initiatives and tactics. Basically, it provides technical support to Uttar Pradesh medical corporation to maintain the availability of drugs at facilities.

IHAT, located in Lucknow, Uttar Pradesh, is essential in creating and executing expandable and enduring health initiatives targeted at decreasing maternal and child mortality rates, stopping the transmission of HIV/AIDS, advocating for sexual and reproductive health, and improving healthcare provision. Through collaboration and involvement with communities, the organization operates in multiple Indian states to attain significant health results.

Vision

The vision of the Indian Health Action Trust (IHAT) is to create a healthier India where every individual, especially the marginalized and vulnerable populations, has equitable access to quality healthcare services.

Mission

To effectively address the evolving requirements of state health services, efforts are made to ensure that warehouses maintain sufficient stocks of medications, equipment, and other essential supplies through optimal procurement methods.

Reporting Format (Weekly)

Name of the Organization: Indian Health Action Trust

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Akanksha pal

Roll no: 0473

Stream: Pharmaceutical management (PM-15)

Week no: 1

From: 06th May, 2024 To 10th May, 2024

Activity Done	Day 1 (6th May): A brief introduction about IHAT and its operative area. Learned about the role of UPMSCL in supply chain management. Identified the key personnel for queries and interactions. Gained insights regarding different facilities (MCs, CHCs, PHCs, HWCs). Day 2 (7th May): Reviewed previous day's learning. Gained in-depth understanding of the tender filing process, especially in Uttar Pradesh. A brief introduction about essential drug list and specific drug list. Day 3 (8th May): Learned how IHAT contribute to manage the availability of drugs among different facilities throughout 75 districts. Introduction to DVDMS system. Day 4 (9th May): I've acquired the necessary skills to handle purchase orders effectively. Learning how to create, process, and manage purchase orders has been a valuable part of my development. Day 5 (10th May) Practice MS. excel to manage DVDMS and NHS data.
Linking theory (Classroom learning) with practice at your organization	I've applied my knowledge of Production and Operations Management (POM) alongside marketing principles to effectively procure medicines.
Gaps identified on the working area.	No gaps identified till now.
Suggestions for improvement	No suggestions
Plan for the next week	I'll try to put my ideas and point of views in front of superiors so I can enhance my performance.

Akanksha Pal

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Akanksha pal

Roll no: 0473

Stream: Pharmaceutical management (PM-15)

Week no: 2

From: 13th May, 2024 To 17th May, 2024

Activity Done	Day 1 (13th May): Purchase Order Management Overview ABC-VED analysis. Tender Management Day 2 (14th May): PPT on Warehousing and tender Management Day 3 (15th May): PPT on centralized procurement of drugs Day 4 (16th May): Attended training session on DVDMS for pharmacist. Day 5 (17th May) ABC-VED analysis on Excel.
Linking theory (Classroom learning) with practice at your organization	Incorporated PowerPoint and Excel skills, as well as other theoretical information from MBA seminars, into real-world projects.
Gaps identified on the working area.	Communication gap with pharmacist during training sessions.
Suggestions for improvement	Need to communicate with superiors.
Plan for the next week	I'll practice excel for inventory management with the help of ABC-VED analysis.

Akanksha Pal

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Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and procurement

Name of the Student: Akanksha Pal

Roll no: 0473

Stream: Pharmaceutical management (PM-15)

Week no: 3

From: 20th May, 2024 To 26th May, 2024

Activity Done	Day 1 (20th May): Holiday Day 2 (21st May): - Review previous day training and product detailing, trained on the General Division products. Day 3 (22nd May): - ABC analysis - Read several articles related to ABC analysis. Day 4 (23rd May): Holiday Day 5 (24th May): - Training session at Chandoli district Day 6 (25th May) - Warehouse visit - I had the opportunity to visit a warehouse, where I gained firsthand experience with the ILR (Ice Lined Refrigerator) storage room and the rejection room. This visit allowed me to understand the practical aspects of inventory management, including the storage and handling of temperature-sensitive items and the processes involved in managing rejected goods.
Linking theory (Classroom learning) with practice at your organization	I had the opportunity to visit a warehouse, where I gained firsthand experience with the ILR (Ice Lined Refrigerator) storage room and the rejection room. This visit allowed me to observe the practical application of concepts learned in the classroom, such as inventory management, quality control, and cold chain logistics. Seeing these processes in action helped me better understand the theoretical principles and their real-world implications, reinforcing my academic knowledge with practical insights.
Gaps identified on the working area.	N/A
Suggestions for improvement	N/A
Plan for the next week	ABC VED analysis

Akanksha Pal

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Reporting Format (Weekly)

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Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Akanksha Pal

Roll no: 0473

Stream: Pharmaceutical management (PM-15)

Week no: 4

From: 27th May, 2024 To 31st May, 2024

Activity Done	Day 1 (27th May): • Bid evaluation • Route mapping Day 2 (28th May): • VED analysis Day 3 (29th May): • Bid evaluation • Mapping of drug in purchase order Day 4 (30th May): • Understood warehouse management • VED analysis Day 5 (31st May) • VED analysis • PPT on warehouse management
Linking theory (Classroom learning) with practice at your organization	• Applied theoretical information from MBA courses in pharmacology for VED analysis.
Gaps identified on the working area.	• Inappropriate communication between several departments.
Suggestions for improvement	• A more ordered and focused management style is needed.
Plan for the next week	• Facility mapping • Route mapping

Akanksha pal
Signature of the Student

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Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Akanksha Pal

Roll no: 0473

Stream: Pharmaceutical management (PM-15)

Week no: 5

From: 3rd June, 2024 to 7th June, 2024

Activity Done	Day 1 (3rd June): • Bid evaluation Day 2 (4th June): • Mapped drugs as per the bidder list • Facility mapping Day 3 (5th June): • Mapped drugs as per the bidder list • Route mapping for logistics Day 4 (6th June): • Bid evaluation Day 5 (7th June) • Project on quality assurance at UPMSCCL
Linking theory (Classroom learning) with practice at your organization	• During the bid evaluation processes on Day 1 and Day 4, I applied strategic decision-making frameworks similar to those explored in my Strategic Management courses. Mapping drugs according to the bidder list on Days 2 and 3 allowed me to utilize concepts from Supply Chain Management, focusing on vendor management and supply chain mapping strategies. • My project on Impact on purchase order due to increase consumption of drugs on Day 5
Gaps identified on the working area.	• Manual handling of data at UPMSCCL and delayed result
Suggestions for improvement	• NA
Plan for the next week	• NA

Akanksha pal

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Reporting Format (Weekly)

Name of the Organization: IHAT

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Name of the Student: Akanksha Pal

Roll no: 0473

Stream: Pharmaceutical management (PM-15)

Week no: 6

From: 10rd June, 2024 to 14th June, 2024

Activity Done	Day 1 (10th june): • Prepared checklist for drug Day 2 (11th june): • Prepared checklist for dug Day 3 (12th june): • Prepared master drug list Day 4 (13th june): • Prepare checklist for companies Day 5 (14th june) • Work on project
Linking theory (Classroom learning) with practice at your organization	No
Gaps identified on the working area.	No
Suggestions for improvement	No
Plan for the next week	

Akanksha Pal

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Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Akanksha Pal

Roll no: 0473

Stream: Pharmaceutical management (PM-15)

Week no: 7

From: 17th June, 2024 to 21th June, 2024

Activity Done	Day 1 (17th June): • Holiday Day 2 (18th June): • Bid evaluation Day 3 (19th June): • Bid evaluation Day 4 (20th June): • Bid evaluation Day 5 (21th June): • Project on Impact on purchase order due to increase consumption of drugs.
Linking theory (Classroom learning) with practice at your organization	This theory emphasizes selecting suppliers based on criteria such as quality, reliability, cost-effectiveness, and compliance with regulatory standards. During bid evaluation, we apply this theory to assess potential suppliers' capabilities to meet pharmaceutical industry requirements.
Gaps identified on the working area.	No
Suggestions for improvement	No
Plan for the next week	Project on Impact on purchase order due to increase consumption of drugs.

Akanksha Pal

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Reporting Format (Weekly)

Name of the Organization: IHAT

Area/ Department/ Project of Summer Internship Program: Supply chain and Procurement

Name of the Student: Akanksha Pal

Roll no: 0473

Stream: Pharmaceutical management (PM-15)

Week no: 8

From: 24th June, 2024 to 28th June, 2024

Activity Done	Day 1 (24th June): • Bid evaluation Day 2 (25th June): • Poster preparation Day 3 (26th June): • Poster preparation Day 4 (27th June): • Poster preparation Day 5 (28th June) • Project discussion
Linking theory (Classroom learning) with practice at your organization	No
Gaps identified on the working area.	No
Suggestions for improvement	No
Plan for the next week	Discussion of poster and project with mentor.

Akanksha Pal

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organisation:

Area/ Department/ Project of Summer Internship Program: Name of the Student: Akanksha Pal

Roll no: 0473

Stream: Supply chain and procurement

Activity Done	• Engaged in bid evaluation. Worked on improvising the quality process. • To increase the number of samples at headquarters. • To enhance the efficiency of quality process. Involved in the process of drug mapping and facility mapping. • Conducted data analysis and research on healthcare delivery systems and public health initiatives. • Participated in DVDMS training programs. • Collaborated with multidisciplinary teams to develop strategies for improving process of quality control of drugs. • Contributed in facility mapping on DVDMS. • Contributed in updating EDL list on DVDMS.
Linking theory (Classroom learning) with practice at your organisation	No
Gaps identified on the working area.	• Manpower is hired on the daily basis without any appropriate ID system. • Limited space available for sampling. • Limited availability of transportation facilities.
Suggestions for improvement	• Space management is required for the purpose of sampling. • Appropriate ID system is required for the handlers, involved in handling of samples. • Third party transportation should be done to deal with limited transportation facility. • Need to reduce the pendency of previous samples that were needed to received and sent to labs.

Akanksha pal
Signature of the Student

Approved by the IIHMR University's Mentor